

**SKILLS FRAMEWORK FOR TOURISM
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE**

TSC Category	Business Development, Sales and Marketing					
TSC	Sales Closure					
TSC Description	Perform numerical calculations and execute selling strategies to complete sales of products and services to the satisfaction of customers					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		TOU-SNM-2019-1.1-1	TOU-SNM-3019-1.1-1	TOU-SNM-4019-1.1-1		
		Perform sales and account receivables processing and closing procedures while handling customer queries and various modes of payments	Execute techniques to close sales and supervise sales processing and closing procedures	Develop organisational guidelines and processes to improve sales closure		
Knowledge		<ul style="list-style-type: none"> Procedures related to closing and processing sales Techniques for operating Point of Sales (POS) equipment Currency exchange rates Security procedures for handling cash and non-cash transactions Refund policies and procedures Goods and Services Tax (GST) Procedures to manage petty cash Procedures related to processing account receivables 	<ul style="list-style-type: none"> Techniques for troubleshooting Point of Sales (POS) equipment Management of petty cash floats Principles of upselling Principles of cross-selling 	<ul style="list-style-type: none"> Evaluation criteria of sales closure processes Upselling practices Cross-selling practices Sales follow-up techniques Methods to analyse customer motivation, preferences and needs 		
Abilities		<ul style="list-style-type: none"> Identify operational discrepancies in POS terminals and equipment Apply organisational security procedures for handling different modes of payment 	<ul style="list-style-type: none"> Monitor the operational readiness of POS terminals and equipment for cashless transactions and document supplies Manage cash floats and supplies of cash change Monitor sales processing and closing procedures 	<ul style="list-style-type: none"> Develop organisational evaluation metrics of sales closure processes Develop organisational upselling and cross-selling guidelines Develop organisational recommendation 		

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		<ul style="list-style-type: none"> • Adhere to organisational procedures for sales processing and closing • Apply organisational procedures to answer customer queries • Generate daily sales statistics • Handle cash floats • Perform processing of account receivables 	<ul style="list-style-type: none"> • Analyse verbal and non-verbal buying cues • Analyse value propositions over competitor's products and/or service offerings • Identify upselling or cross-selling opportunities • Recommend products and/or services according to customer's buying motivation, demographics, lifestyles and purchasing power • Perform sales follow-up actions 	<p>guidelines based on customer preferences</p> <ul style="list-style-type: none"> • Develop organisation procedures for sales follow-up 		
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